DEPARTMENT OF THE NAVY
COMMANDER NAVY REGION SOUTHWEST
937 N. HARBOR DR.
SAN DIEGO, CA 92132-0058

IN REPLY REFER TO:
COMNAVREGSWINST 5230.1A
N01

3 MAY 2006

COMNAVREGSW INSTRUCTION 5230.1A

From: Commander, Navy Region Southwest

Subj: TOTAL WORKFORCE MANAGEMENT SERVICES (TWMS)

Ref: (a) SECNAVINST 5211.5E

Encl: (1) Contract Employee Decision Criteria Flow Chart
       (2) TWMS Access Responsibility List

1. Purpose. Outline responsibilities for establishing accounts and maintaining information on Commander, Navy Installations Command's (CNIC) Total Workforce Management Services (TWMS) application. This instruction applies to all commands and personnel under the cognizance of Commander, Navy Region Southwest (CNRSW).

2. Cancellation. COMNAVREGSWINST 5230.1.

3. Background. TWMS is the only approved software system providing CNIC, Region Managers, Installation Commanding Officers (ICO), Program Directors, Program Managers, and Administrative Officers with a tool to manage total force personnel, billets, and resources by programs and UICs. TWMS replaces all previous legacy manpower and personnel systems.

4. Discussion

    a. TWMS contains all civilian (Appropriated Fund (APF) and Non-Appropriated Fund (NAF)), military, and contract employees assigned and provides for the following:

        (1) Personnel data from each employee's authoritative personnel system downloaded from the Navy Standard Integrated Personnel System (NSIPS), the Defense Civilian Personnel Data System (DCPDS), and SAP HR (NAF personnel system). TWMS maintains all data on personnel in the past, present, and future.

        (2) Recall information, which is mandatory and must be entered for every military, APF civilian, and contract employee (as outlined in enclosure (1)). All employees who have been issued a Common Access Card (CAC) may obtain access to TWMS Self-service at: https://pacsw.navy.mil/twm/selfservice/login.asp using their CAC and CAC Personal Identification Number (PIN), to update personal recall information.

    b. Billet data is downloaded from the authoritative Total Force Manpower Management System. The history of each billet is

maintained in TWMS. The Manpower Office assigns personnel to billets in TWMS. Competitive Sourcing data is maintained by the Business Office. The Resource Management Office and Program Managers maintain the funding information. TWMS provides the following:

(1) A summary of all Activity Manpower Documents (AMD) for every billet within CNRSW.

(2) Summary of Competitive Sourcing and Billet Funding Data for every billet within CNRSW.

c. Labor Financial Information. Labor Expenditure Information is derived from data feeds received from the Defense Finance and Accounting Service and other authoritative sources.

d. TWMS provides data from all authoritative systems. Data source and last download date is displayed in the TWMS Data Update Status navigation button.

e. Reports and queries for locating personnel, organization rosters, muster reports, recall and emergency contact information, demographics, and other related billet/personnel reports.

f. Personnel requiring access to other than their own record must submit an online account request using the automated account application form located on the TWMS home page (https://pacsw.navy.mil/twm). The CNIC Help Desk will process the request, verifying the correct level of access, and which UICs and Programs the user requires access to and activate the account. Program Managers will define which personnel within their areas receive advanced access. A description of account access levels can be found on the TWMS home page.

5. Policy. TWMS is the CNIC-wide source for total workforce information. In the case of emergencies it is the primary source providing recall and emergency contact information. Contractor and personal information are entered into the system manually.

a. CNRSW Executive Director has overall responsibility for the integrity of the TWMS Database.

b. Every military member, APF and NAF civilian, and contractor assigned to a Navy Region Southwest UIC must have a record in TWMS. Normally, each person's record will be automatically created by a download from the Program of Record personnel system.

c. Records for contractors must be manually created in TWMS by TWMS Administrators. Enclosure (1) provides the decision process and procedures for entering contractor personnel. NRSW requires contracts to include the requirement for contractor personnel with a CAC to provide personnel recall and muster information for entry to TWMS. Current contracts not written to require personnel recall information should be amended to require this information. If this is not

possible, when up for renewal, a clause should be added to require this information.

     d. Non-CNRSW personnel having Regional duties and a need to view data in TWMS will be granted access.
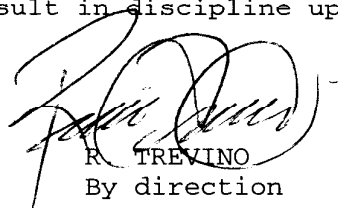
     e. Program Managers and Base Admin Offices will validate data periodically to ensure accuracy. Each Program Director and Base Admin Officer will appoint personnel to function as their TWMS Administrator. They will be responsible for maintaining updatable fields and notifying each respective personnel system when data provided to TWMS is incorrect.

     f. Base Admin Offices are responsible for ensuring military personnel checking in or out of their UIC are entered in TWMS with the correct arrival/departure date. In cases where military personnel are transferred to different programs within the same UIC, Base Admin Offices are responsible for updating the working Admin Org Code for the individual.

6. <u>Training</u>. Training support for TWMS consists of documentation (User Guides, modules, and FAQs), VTC-style training using NetMeeting (overviews and demonstrations), and instructor-led training (hands-on training and demonstrations). The TWMS User Guides, modules, and FAQs are available on the TWMS Login Screen. NetMeeting and instructor-led training may be arranged through Program Managers via TWMS System Administrator/Information Technology. TWMS training is required for all Manpower personnel, Regional and Base Admin personnel, and TWMS Administrators.

7. <u>Action/Responsibilities</u>. Enclosure (2) identifies action offices and responsibilities for the CNRSW TWMS Functional Owner, TWMS System Administrators, Program Directors, Program Managers, Region Admin Office, Manpower, Resource Management Office, Strategic/Competitive Sourcing, Human Resources Office (HRO), Base Admin Offices, Casualty Action Calls Program (CACP), Security Management Officer (SMO), TWMS Administrators, employees and contractor Personnel.

8. <u>Penalties</u>. Under reference (a), data stored in TWMS is for official use only and is subject to protection under the Privacy Act. Any misuse or unauthorized disclosure of Privacy Act information may result in civil or criminal penalties. Any unauthorized access or misrepresentation of position to gain access, distribute or share Privacy Act information may result in discipline up to and including removal.
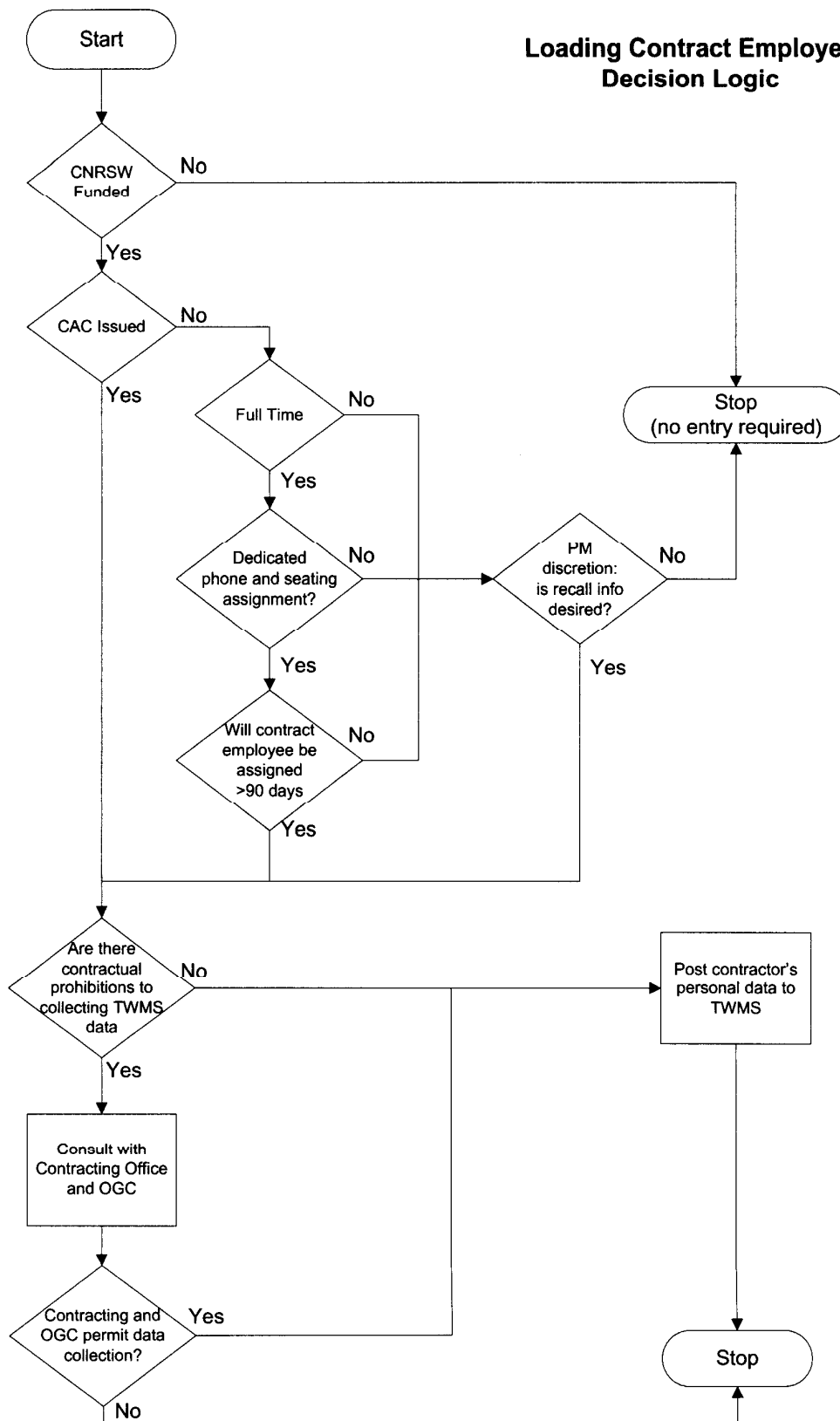
                                    R. TREVINO
                                    By direction

Distribution:
Electronic only, via CNRSW Directive Web Site
http://www.cnrsw.navy.mil/Admin/index/htm

**Loading Contract Employee
Decision Logic**

Start

CNRSW
Funded → No

Yes

CAC Issued → No

Yes

Full Time → No

Yes

Dedicated
phone and seating
assignment? → No

Yes

PM
discretion:
is recall info
desired? → No

Yes

Will contract
employee be
assigned
>90 days → No

Yes

Stop
(no entry required)

Are there
contractual
prohibitions to
collecting TWMS
data → No

Yes

Post contractor's
personal data to
TWMS

Consult with
Contracting Office
and OGC

Contracting and
OGC permit data
collection? → Yes

No

Stop

ACTION OFFICE/RESPONSIBILITIES LIST	
Action Office	**Responsibilities**
CNRSW TWMS Functional Owner	• Work closely with TWMS System Administrator. • Receive periodic diagnostic reports showing whether recall, org codes and other data is being maintained in a timely manner.
TWMS System Administrators (IT)	• Obtain Program of Record data and load according to schedule. • Maintain TWMS Executive Level View/Dashboard 26. • Provide data feeds to other authorized systems. • Notify TWMS Functional Owner if data is not loaded into system according to schedule. • Serve as the TWMS POC for technical problems.
Program Directors (PD)/ Program Managers (PM)/ Program TWMS Administrators	• Ensure military, APF, and Contractor personnel enter work and home recall information in TWMS and know their requirement to keep this information up-to-date. Note: For Contractors it must be stated in the contract. • Grant/control access to the personnel data commensurate with the need to know. The Privacy Act protects data in TWMS. • Maintain accuracy of Civilian Admin and Payorg's code if corrections are required. Submit Request for Personnel Action (RPA) (SF-52) in DCPDS to create an update or change in the official personnel system. • Maintain accuracy of strategic sourcing data in TWMS. • Maintain authorized PM Full Time Equivalent (FTE) in system not to exceed CNIC FTE controls. • Maintain PM fund type (Direct or Reimbursable) field for each billet. • Monitor actual execution and work with Resource Management (RM) - designated Customer Service Representatives (CSRs) to process any necessary corrections. • Assign TWMS Administrators and ensure they receive training and attend meetings. • Ensure TWMS Administrators accounts are deactivated upon program transfer within NRSW or upon detachment. • Update report and departure dates for Civilian and Contactor employees, to include: check-in, reassignment and check-out dates). • Maintain and ensure the accuracy of Local PM Data tab under Manage Billets.

ACTION OFFICE/RESPONSIBILITIES LIST

Action Office	Responsibilities
	• Maintain the data integrity of TWMS personal local information. Review information within TWMS to ensure all personnel data is up-to-date and accurate. • Assign correct Admin Org Code for each Contractor. • Link Contractors to billets; consult with Manpower for new billet requirements. • Upon departure of Contractor, ensure they are removed from the system. • Maintain accurate Muster Report. • Attend all TWMS and Privacy Act training. • Assist personnel in trouble shooting problems with TWMS.
Regional Admin Office	• Ensure Base Admin Personnel are trained in TWMS. • Monitor the database to ensure TWMS Administrators are performing their duties properly. • Oversee the Region's check-in and check-out process in TWMS.
Manpower	• Monitor military orders and enter prospective gains and losses into TWMS. Assign short org code to gains and assign personnel to a billet if one is available. • Monitor TWMS for new billets and assign them to a Program. • Maintain the AMD for both military and civilian personnel, so TWMS reflects the most current billet information. • Monitor the unassigned listing and ensure each person is assigned to a program and a billet if one is available. • Enter deployment information for military personnel deployed Temporary Assigned Duty (TAD) as Individual Augmentees (IA) or on military exercises. • Work closely with TWMS Systems Administrator.
Resource Management Office	• Monitor civilian labor data in TWMS for each person. • Maintain updated FTE/ES controls for all programs. • Maintain updated authorized funding controls for all programs. • Monitor civilian labor execution data.

Enclosure (2)

ACTION OFFICE/RESPONSIBILITIES LIST	
Action Office	**Responsibilities**
Strategic/Competitive Sourcing	• Maintain strategic/competitive sourcing data in TWMS for each billet.
Human Resources Office (HRO)	• Review requests for TWMS access from APF civilians. • Ensure only current HRO employees have an HRO access level. • Coordinate changes or corrections to DCPDS data elements. (All fields flowing from DCPDS such as Org Code, Pay Plan, Series, Grade, Title, Position Description, etc.) • Market TWMS to employees and supervisors through HR Bulletins and regional and/or HRO training forums. (New Employee Orientation, Civilian Personnel Management Academy, Regional University, Executive Steering Committees and PM meetings). • Advise managers and supervisors on using various features of TWMS to facilitate HR management (automated Voluntary Separation Incentive Program/Voluntary Early Retirement Act survey, employee leave tracking, Within Grade Increase due date, awards, org/alpha lists and other reports, generating performance appraisal forms, community management demographic data). • Assist in the development, maintenance and/or enhancement of modules for HR applications. • Maintain Crediting Plan Library (Excel Rater). • HR Employee Relations/Labor Relations case manager.
Base Admin Offices/ Base Admin TWMS Administrators	• Check-in and check-out military personnel using TWMS. Update report date in TWMS. Upon transfer, separate employee to reflect the date of transfer under the Separate Employee function on the General Information page. • When military personnel transfer between programs on their base, update the working Admin Org Code and organization (program) in TWMS on that person's assignment. This may be accomplished on the Position Information page. • Grant/control access to the personnel data commensurate with the need to know. The Privacy Act protects data in TWMS. • Assign TWMS Administrators and ensure they receive training and attend meetings. • Ensure that TWMS Administrators accounts are

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<tr><td>Action Office</td><td>Responsibilities</td></tr>
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deactivated upon transfer within NRSW or upon detachment.

- Serve as the main TWMS POC for the installation.
- Upon check in for military personnel, enter the correct working Admin Org Code for each person under the Position Information page.
- Maintain the data integrity of TWMS personal local information. Review information within TWMS to ensure all personnel data is up-to-date and accurate.
- Attend all TWMS and Privacy Act training.
- Assist personnel in trouble shooting problems with TWMS.
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<td>CACO</td>
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- Maintain case manager files.
- Retrieve data and develop metrics for military funeral honors rotations and casualty assistance assignments.
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<td>Security Management Officer</td>
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- Maintain security clearance eligibility and grant local command level of access.
- Validate investigation and security clearance eligibility information through Joint Personnel Adjudication System.
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<td>Employees and Contractor Personnel</td>
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- At the Self Service page: https://pacsw.navy.mil/twm/selfservice/login.asp. Enter Personal Recall and Emergency Point of Contact/Next of Kin data under Personal Information page.
- For APF Civilians: Periodically review your own personal information to ensure accuracy of your Service Computation Dates, Veteran's Preference, Appointment Type, Tenure Group, Work Schedule, Pay Plan, Series, Position Title, Grade, and/or Organization Code as reflected on the General Information Screen and/or the most recent Notification of Personnel Action (SF-50) available on the Work History Screen. Coordinate requested changes with your servicing HRO.
- For assistance, contact designated Functional TWMS Administrator.
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